Defense Self-Service (DS) Logon
Frequently Asked Questions (FAQs)

DS Logon General Information
https://www.dmdc.osd.mil/identitymanagement/

- **What is DS Logon?** Defense Self-Service (DS) Logon makes it easy for you to access your information contained across DoD and VA partner websites. By signing up for a free premium account, you can view your financial and benefits information; Personally Identifiable Information (PII); Personal Health Information (PHI); claim statuses and records.

- **Who is Eligible for an Account?** You must be affiliated with the DoD or VA, and listed in the Defense Enrollment Eligibility Reporting System (DEERS) in one of the following roles to get a DS Logon account: Service Members (Active, Guard, Reservist, Retirees), Veterans; Eligible Family Members (over 18 years old); Spouses (current and former w/DoD Benefits); DoD Civilians and Contractors.

- **How DS Logon validates a user's identity?** DS Logon validates a user's identity by allowing a user to use their CAC; DFAS myPay credentials; to remote or in-person proofing. Remote Proofing is where a data vendor provides information that helps the DoD verify a user's identity. The questions are pulled from data sets to include your credit report. Remote proofing includes a soft-inquiry on your credit report but does NOT impact your credit score. In-person proofing requires a user to bring I-9 documents to a Veteran Affairs Regional Office or RAPIDS office. Acceptable I-9 documents are listed below in Updating Records Section.

- **Best Practices on Protecting Your Account:**
  - Do not give your username/password information to anyone.
  - Be sure your phone and computer's software and malware/virus protection are up-to-date.
  - Only install software from the software provider's website.
  - Don't click on any emailed links that says you need to install something. Again, go directly to a software provider's website to install software.
  - Be cautious of messages, links and ads on social media as they may contain viruses. When in doubt, don't click them.
  - Close your web browser after each DS Logon session.
  - Check your accounts and data (e.g., eBenefits, bank accounts, credit reports, DS Logon) on a monthly basis to ensure your information is still accurate.
  - If you think your account has been compromised or hacked:
    - If you have received an email your password has changed, check with your family members to see if they updated THEIR password. Notification will be sent to the old and new email addresses on file
    - Change your password and challenge questions immediately
    - Freeze your credit report

o Check all personal contact information and banking account information in partner sites (e.g., TRICARE, eBenefits) associated with your benefits.
o Call the DMDC Contact Center (800-538-9552) to report the situation and get further instructions.
o If you are not planning to use your account within the next 30 days, call the DMDC Contact Center (800-538-9552) to lock your account. Note that changes will take effect immediately. You can unlock your account by calling the DMDC Contact Center back and get further instructions.

- **I need help?** If you need assistance creating an account, modifying your record, and setting up features in your DS Logon account, please see the appropriate section below. If you still need assistance, there is additional Call Center information in the "I Need Help" at the end of this document.

How to sign-up for a DS Logon account?

Service Members:
- Use your CAC→
    1. Select "I have a Common Access Card (CAC) with accessible card reader" during registration process
    2. Select your "Authentication" certificate
    3. Follow the steps to get an account within the application
- Email Registration→
    1. Select Register→Select "I have an active DoD ID card and an email on file in DEERS"
    2. Follow the steps to get an account within the application
    3. Note that in order to use this method, you must have a registered a valid email address on your DEERS record to get an account
- RAPIDS →
    1. While you are getting a new ID card, you can notify the Verifying Official that you want a DS Logon account
    2. Provide the RAPIDS Operator with your email address and follow the steps the RAPIDS Operator provides. RAPIDS site locations can be found here https://**www.dmdc.osd.mil**/rsl
    3. You will receive an email with the activation steps within 24 hours. This email is only good for 7 days
- Sign-up your eligible family members for a DS Logon account on their behalf while in DS Logon.

Retirees:
- Defense Financial Account Service (DFAS) Registration→
    1. Select Register→Select DFAS
    2. Follow the steps to get an account within the application
- Email Registration→

1. Select Register→Select "I have an active DoD ID card and an email on file in DEERS."
2. Follow the steps to get an account within the application
3. Note that in order to use this method, you must have a registered a valid email address on your DEERS record to get an account

- RAPIDS →
    1. While you are getting a new ID card, you can notify the Verifying Official that you want a DS Logon account
    2. Provide the RAPIDS Operator with your email address and follow the steps the RAPIDS Operator provides. RAPIDS site locations can be found here https://**www.dmdc.osd.mil**/rsl
    3. You will receive an email with the activation steps within 24 hours. This email is only good for 7 days
- Remote Proofing→
    1. Select Register→Select "None of the above"
    2. Follow the steps to get an account within the application
    3. NOTE: You will be asked your private information, consent to remote proofing, and user's information will then be retrieved by a data provider to include a soft-inquiry on your credit report. The soft-inquiry does NOT impact your credit score
- VA Regional Office →
    1. You will to complete the in-person identity proofing process by bringing the necessary I9 documentation to a VA Regional Office
    2. For more information and instructions, go to http://www.benefits.va.gov/benefits/offices.asp.
    3. NOTE: Please ensure your correct mailing address is on your DEERS record (if you have one) as an activation letter will be sent to the address within 7-12 business days.
    4. After receiving the activation letter simply return to this website to activate your account.

Veterans:
- Veterans, their family members and/or dependents have the options to contact the Department of Veterans Affairs (VA) by phone, web page, or in-person in a VA Regional Office to have their identity vetted and added to DEERS, if they are not in DEERS already.
- VA Regional Office →
    1. You will need to complete the in-person identity proofing process by bringing the necessary I9 documentation to a VA Regional Office
    2. For more information and instructions, go to http://www.benefits.va.gov/benefits/offices.asp.
    3. NOTE: Please ensure your correct mailing address is on your DEERS record (if you have one) as an activation letter will be sent to the address within 7-12 business days.
    4. After receiving the activation letter simply return to this website to activate your account
- Call the VA at 800-827-1000→

1. Say eBenefits when prompted for reason for your call.
2. You MUST have the following information PRIOR to calling:
    - Your Full Name (Last name used while in service may be different than what it is today)
    - SSN
    - Checking or Savings Account Number
    - Dollar amount of the most recent electronic fund transfer

- Remote Proofing→
    1. Select Register→Select "None of the above"
    2. Follow the steps to get an account within the application
    3. NOTE: You will be asked your private information, consent to remote proofing, and user's information will then be retrieved by a data provider to include a soft-inquiry on your credit report. The soft-inquiry does NOT impact your credit score
- NOTE: You are responsible for keeping your information (e.g., name, address, phone, email) current in your DEERS record. Once registered in DEERS, it is important to keep your records updated when your personal information changes, including your contact information

Military Family Member/Dependents:
- Your Military Sponsor using their CAC →
    1. Your military sponsor requests you a DS Logon account after they have logged into their account
    2. After their request, you will receive an activation letter within 7-12 business days and follow the steps within the letter
- Your Sponsor's DFAS myPay account →
    1. Your sponsor can request you a DS Logon account after they have logged in
    2. After their request, you will receive an activation letter within 7-12 business days and follow the steps within the letter
    3.
- Email Registration→
    1. Select Register→Select "I have an active DoD ID card and an email on file in DEERS"
    2. Follow the steps to get an account within the application
    3. Note that in order to use this method, you must have a registered a valid email address on your DEERS record to get an account
- Remote Proofing→
    4. Select Register→Select "None of the above"
    5. Follow the steps to get an account within the application
    6. NOTE: You will be asked your private information, consent to remote proofing, and user's information will then be retrieved by a data provider to include a soft-inquiry on your credit report. The soft-inquiry does NOT impact your credit score
- RAPIDS →
    1. While you are getting a new ID card, you can notify the Verifying Official that you want a DS Logon account

2. Provide the RAPIDS Operator with your email address and follow the steps the RAPIDS Operator provides. RAPIDS site locations can be found here https://**www.dmdc.osd.mil**/rsl

- If you have more than 1 Sponsor →
    1. Once you have an account, you can select your preferred sponsor to change sponsors and the associated benefits with that sponsor.
    2. Sponsors can see their information and their dependents.

After you have created an account

- **Login with DS Logon or DFAS**
    1. Select DS Logon tab or DFAS tab
    2. Enter username and password
- **CAC Login**
    1. Select the CAC tab
    2. Select your Authentication certificate to login with your CAC

- **Two-Factor Authentication (2FA) One Time PIN (OTP):**
    - As you are remote proofing to change your password or upgrade your DS Logon account, you will be asked to input a OTP that will be sent to your landline or text to your cell phone.
    - Once you have selected methodology (text or phone call), you will
        1. Receive a OTP via text or phone call
        2. Input the OTP into the box provided
        3. If you did not receive the OTP, you request to resend the OTP to the number selected

- **Activation Code:**
    - After setting up your DS Logon account,
        1. You will receive an activation code in your email inbox and follow instructions in the email
        2. Your activation code will be sent to the email address listed in your DEERS record. If you do not have a valid email address, the activation code will be mailed to your mailing address also listed in DEERS
        3. If you did not receive or accidently deleted the email, you can always resend the activation code by going to DS Logon "Resend my token"
        4. If there is no email, current email, current mailing address, you will need to go to:
            - Go to milConnect (https://milconnect.dmdc.osd.mil/milconnect/) and update
            - Visit a VA Regional Office
            - Update during card issuance at a RAPIDS station
            - Call the DMDC Contact Center if the options above cannot be done

- **Security Images:**
  - Security images help users ensure they are using their account especially on shared computers (e.g., family computer)
  - You can change your security image
    1. Log into DS Logon
    2. Manage Security Image
    3. Select your new image

- **Challenge Questions:**
  - Challenge questions are used to reset passwords. Select questions/answers that you can remember to use to reset your password
  - Avoid odd answers. Answer questions that you CAN remember. Ask yourself if you will remember the answer in a year prior to typing the answer
  - You can change your challenge questions
    1. Log into DS Logon
    2. Manage Challenge Questions
    3. Change your questions/answers

- **Manage Relationships:**
  - There are several available options such as people who can act on YOUR behalf or people you can act on for THEIR behalf
  - Sponsors can see their information and any relationship's information (e.g., Wife Active Duty Service Member sponsor can see dependent husband and kid's information) in DS Logon but a sponsor may need to add the ability for a spouse to see the children's information
  - You can manage your relationships by
    1. Log into DS Logon
    2. Manage Relationships
    3. Add Relationships
    4. Select option that applies

- **Account Suspended**
  - To unsuspend your DS Logon account
    1. Log into DS Logon
    2. Unsuspend My Account
    3. Answer Challenge Questions
    4. Change Password
    5. Follow instructions

- **Password Information**
  - You can change your password at any time, but it MUST be changed every 180 days. To change your password,
  - Log into DS Logon and go to
    1. Manage DS Logon Account
    2. Change Password
  - Forgot your Password, go to
    1. DS Logon Login screen

2. Click Forgot Password?
3. Follow the remaining steps.
- Passwords must:
    - be between 9 and 20 characters in length
    - contain at least 1 uppercase letter (A-Z)
    - contain at least 1 lowercase letter (a-z)
    - contain at least 1 number (0-9)
    - special characters allowed but not required (i.e. @_#!&$'%*+()./,;~:{}|?>=<^[]-)
    - contain at least 2 characters that are different than your previous password
- Passwords cannot have:
    - spaces
    - be 1 of your last 10 previous passwords
    - dictionary words with more than 3 letters, user names, email address, zip code, Social Security Number (SSN) or date of birth
    - been changed within the last 24 hours

- **Adding, Updating, or Correcting Your Records**
    - Additional Call Center information is in the "I Need Help" section below
    - Using your DS Logon account, CAC, or DFAS myPay, you can update your address, email address and/or phone number by going to
        - Log into DS Logon
        - Update Contact Information
    - Go to milConnect to update your address, email address and/or phone number by going to
        - Log into milConnect (https://milconnect.dmdc.osd.mil/milconnect/)
        - Click on "My Profile"
        - Click on "Update and View My Profile"
        - Go to the bottom of screen after updating your information and click "Submit."
    - Contacting the DMDC Contact Center at (800) 538-9552 or (866) 363-2883 for the hearing impaired M-F 5 am to 5 pm PT.
        - Documents may be requested to be submitted via mail or fax.
        - Follow the instructions the Call Center Representative gives you for updating your information
    - In-person proofing can update your records.
        - You will need to bring in I-9 documents to verify your identity.
        - Please ensure you call ahead and make any necessary appointments at the appropriate facilities (e.g., RAPIDS Station, VA Regional Office)
    - Acceptable I-9 documents that may be requested are:
        - Primary: Picture ID issued from Federal or State Government (e.g., valid Passwords, ID card, Military Dependent card, DoD ID card, Permanent Resident Card, State DMV issued ID card, etc.)
        - Secondary: SSN card, non-picture ID card, birth certificate, citizenship or naturalization certificate, driver's license, ID card by local government with

DOB, gender, height, eye color, and address.

Error Codes

See below for explanation on error codes

- Error Code [3] – The DS Logon username is required. You did not enter username when attempting to log on. Please fill out all required items when logging in. This includes username and password.
- Error Code [4] - The DS Logon password is required. You did not enter password when attempting to log on. Please fill out all required items when logging in. This includes username and password.
- Error Code [5] - The DS Logon username or password you entered is INCORRECT. Use Forgot Username or Forgot Password for recovery methods or if you do not have an account, register for one.
- Error Code [7] - A request for a DS Logon Account has been processed. Please return after receiving the activation letter that has been mailed to your address.
- Error Code [8] - Your DS Logon is suspended due to excessive failed logon attempts. Click link Unsuspend Your Account.
- Error Code [9] - This account is locked. Please contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [10] - The DS Logon username or password you entered is INVALID. Do you need to Register for a DS Logon?
- Error Code [11] - The DS Logon username or password you entered is incorrect. Use Forgot Username or Forgot Password for recovery methods or if you do not have an account, register for one.
- Error Code [12] - Your DS Logon password is EXPIRED and must be changed. Use Forgot Password for recovery methods.
- Error Code [13] - To access any DoD or VA system, your account must be associated with a sponsor, dependent, or veteran. You do not appear to be eligible for a DS Logon Account. If you are a VA affiliate or VA person of interest you will need to be added in Defense Enrollment Eligibility Reporting System (DEERS).
- Error Code [14] - The time allowed to provide a one-time password has expired. Please restart the logon process to proceed.
- Error Code [15] - DFAS authentication failed. Please enter a valid DFAS myPay Login ID. Fill out all required items when logging in. This includes myPay Login ID and myPay password.
- Error Code [16] - DFAS authentication failed. Please enter a valid DFAS myPay password. Fill out all required items when logging in. This includes myPay Login ID and myPay password.
- Error Code [17] - DFAS authentication failed or DFAS service down. Please try again later. If this problem continues, you may contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [18] - Invalid DFAS myPay Account information was provided. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit https://mypay.dfas.mil to retrieve your DFAS myPay Login ID and password.
- Error Code [19] -Your DFAS Account is SUSPENDED. This DFAS authentication issue can be resolved by visiting https://mypay.dfas.mil

- Error Code [20] - An unexpected DFAS Account authentication error has occurred. This DFAS authentication issue can be resolved by visiting https://mypay.dfas.mil
- Error Code [21] - Your DFAS Account password is EXPIRED. This DFAS authentication issue can be resolved by visiting https://mypay.dfas.mil to change your password.
- Error Code [22] - Your DFAS Account is DISABLED. This DFAS authentication issue can be resolved by visiting https://mypay.dfas.mil
- Error Code [23] - Your DFAS Account is LOCKED. This DFAS authentication issue can be resolved by visiting https://mypay.dfas.mil
- Error Code [24] - A DFAS Account has not been established. This DFAS authentication issue can be resolved by visiting https://mypay.dfas.mil
- Error Code [25] - Invalid DFAS Account logon information was provided. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit https://mypay.dfas.mil for resolution.
- Error Code [26] - Invalid DFAS Account logon information was provided. Your LoginID was empty. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit https://mypay.dfas.mil for resolution.
- Error Code [27] - Invalid DFAS Account logon information was provided. Your Login ID was too short. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit https://mypay.dfas.mil for resolution.
- Error Code [28] - Invalid DFAS Account logon information was provided. Your Login ID was too long. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit https://mypay.dfas.mil for resolution.
- Error Code [29] - Invalid DFAS Account logon information was provided. Your password was empty. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit https://mypay.dfas.mil for resolution.
- Error Code [30] - Invalid DFAS Account logon information was provided. Your password is too short. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit https://mypay.dfas.mil for resolution.
- Error Code [31] - Invalid DFAS Account logon information was provided. Your password is too long. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit https://mypay.dfas.mil for resolution.
- Error Code [32] - There was a problem reading your Common Access Card (CAC). Please make sure your CAC is valid, fits tightly in your smart card reader, and the reader is connected to your machine.
- Error Code [33] - The system is unavailable. Please try again later. If this problem continues you may contact the DMDC Support Center (DSC) at 800-477-8227. To best assist you, please call when you are at a computer if possible.
- Error Code [34] - There was a problem reading your Common Access Card (CAC). Please make sure your CAC is valid, fits tightly in your smart card reader, and the reader is connected to your machine.
- Error Code [35] - There was a problem reading your Common Access Card (CAC). Please make sure your CAC is valid, fits tightly in your smart card reader, and the reader is connected to your machine.

- Error Code [36] - There was a problem reading your Common Access Card (CAC). Please make sure your CAC is valid, fits tightly in your smart card reader, and the reader is connected to your machine.
- Error Code [37] - The system is unavailable. Please try again later. If this problem continues you may contact the DMDC Support Center (DSC) at 800-477-8227. To best assist you, please call when you are at a computer if possible.
- Error Code [38] - Your Common Access Card (CAC) is invalid, and may be revoked or expired. If you believe you have received this message in error you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [39] - Your digital certificate on your Common Access Card (CAC) is not unique in our system. If you believe you have received this message in error you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [40] - There was a problem with your digital certificate on your Common Access Card (CAC). If you believe you have received this message in error you may the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [41] - The system is unavailable. Please try again later. If this problem continues you may contact the DMDC Support Center (DSC) at 800-477-8227. To best assist you, please call when you are at a computer if possible.
- Error Code [42] - We are unable to locate your record based on the information you entered. Please try again. If this continues contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [43] - We are unable to locate your record based on the information you entered. If this continues contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [44] - We are unable to locate your record based on the information you entered. Please try again. If this continues contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [45] - We are unable to locate your record based on the information you entered. Please try again. If this continues contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [46] - The system is currently unavailable. Please try again later. If this problem continues, you may contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [47] - The system is currently unavailable. Please try again later. If this problem continues, you may contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [48] - The system is currently unavailable. Please try logging in using an alternate method instead of your DFAS myPay login ID (DS Logon or Common Access Card (CAC)) or try again later. You can register for a DS Logon Account from the DS Logon Self-Service Site website at https://www.dmdc.osd.mil/identitymanagement/. If this problem continues, you may contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [49] - The system is currently unavailable. Please try logging in using an alternate method instead of your DS Logon (DFAS myPay login ID or Common Access Card (CAC)) or try again later. If this problem continues, you may contact the DMDC Support

Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible.

- Error Code [50] - We have located your Defense Enrollment Eligibility Reporting System (DEERS) record; however, it appears there may be invalid information on file. You may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [52] – The image you entered is incorrect.
- Error Code [53] - Your Common Access Card (CAC) certificates are invalid and access is revoked. If you believe you have received this message in error you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552. To best assist you, please call when you are at a computer if possible.
- Error Code [54] - Your Common Access Card (CAC) is expired and access is revoked. Please visit your nearest ID card facility to obtain a new card. You can locate the nearest ID facility at RAPIDS Site Locator.
- Error Code [55] - Your Common Access Card (CAC) is reported as lost and access is revoked. Please visit your nearest ID card facility for assistance with obtaining a new card. You can locate the nearest ID facility at RAPIDS Site Locator.
- Error Code [56] - Your Common Access Card (CAC) is terminated and access is revoked. Please visit your nearest ID card facility to obtain a new card. You can locate the nearest ID facility at RAPIDS Site Locator.
- Person Error Code [p1] - The personal information you provided was not found in Defense Enrollment Eligibility Reporting System (DEERS). Please try again. Go to How to Add or Update your DEERS record in the FAQs.
- Person Error Code [p2] - We have located your Defense Enrollment Eligibility Reporting System (DEERS) record; however, it appears there may be invalid information on file. You may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p3] - We have located your Defense Enrollment Eligibility Reporting System (DEERS) record; however, it appears there may be invalid information on file. You may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p4] - The personal information you provided was not found in Defense Enrollment Eligibility Reporting System (DEERS). Please try again. If this problem persists, you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p5] - The personal information you provided was not found in Defense Enrollment Eligibility Reporting System (DEERS). Please try again. If this problem persists, you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p6] - Based on the information you provided, your Defense Enrollment Eligibility Reporting System (DEERS) record reflects that you are ineligible to obtain a DS Logon.
- Person Error Code [p7] - The personal information you entered does not match the information found in Defense Enrollment Eligibility Reporting System (DEERS). If this problem persists, you may call the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. If you are enrolled in DEERS but your name has changed since you served, please contact DSO for assistance with changing your name in DEERS. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p8] - The personal information you entered does not match the information found in Defense Enrollment Eligibility Reporting System (DEERS). If this

problem persists, you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.

- Person Error Code [p9] - The personal information you entered does not match the information found in Defense Enrollment Eligibility Reporting System (DEERS). If this problem persists, you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p10] - We have located your Defense Enrollment Eligibility Reporting System (DEERS) record; however, it appears there may be invalid information on file. You may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Identity Proofing Error Code [i1] - We are unable to remotely proof your identity. Please pursue our In-Person identity proofing options to verify your identity.
- Identity Proofing Error Code [i2] - You have reached the maximum number of attempts to remote proof your identity. You will need to in-person proof to verify your identity
- Identity Proofing Error Code [i3] - We are unable to remotely proof your identity. Please pursue our In-Person identity proofing options to verify your identity.
- Identity Proofing Error Code [i4] - At this time, we are unable to remotely proof your identity. Please pursue our In-Person identity proofing options to verify your identity.
- Identity Proofing Error Code [i5] - The quiz has expired. Please try again, or you can pursue our In-Person proofing options to verify your identity.
- Identity Proofing Error Code [i6] - The online remote proofing service is currently unavailable. There are several proofing alternatives available. Please see the alternatives to remote proofing.
- Identity Proofing Error Code [i7] - We are unable to remotely proof your identity. Please pursue our In-Person identity proofing options to verify your identity.
- Identity Proofing Error Code [i8] - You are only allowed one session at a time to remote proof your identity; please try again after 30 minutes.
- Identity Proofing Error Code [i9] - A system failure has occurred; please try again later.
- Error Code [57] - The system is currently unavailable due to an outage within another internal system. We hope to have the issue resolved soon, so please try again in a few hours. If this problem continues after that time period, you may contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible, and be prepared to provide your Personal Identifiable Information if asked to research your specific record.

I NEED HELP!

First, **READ** the FAQs. We try to group subjects together and make it easy to understand. If you're unable to find what you're looking for in this document, try one of these call centers for help.

Organization	Contact and operation hours	Helps With
DMDC Contact Center	Phone: 800-538-9552 Hours: Monday-Friday 8am – 8pm ET	DEERS, CAC Issues, identity proofing, and DS Logon account information
RAPIDS Site Locator	https://**www.dmdc.osd.mil**/rsl	
Veteran Affairs (eBenefits)	Phone: 800-827-1000 Hours: Monday-Friday 8am – 8pm ET	Veteran adding an identity to DEERS, Benefits Questions, such as GI Bill, Claim Status or Disability Benefits
Veteran Affairs (eBenefits)	Phone: 800-983-0937 Hours: Monday-Friday 8am – 8pm ET	Technical Issues, such as password changes or error codes
Veterans IRIS (Inquiry Routing and Information System)	https://iris.custhelp.va.gov/app/answers/list/	Identity Vetting
DFAS Customer Support Unit	Phone: 888-332-7411 Hours: Monday-Friday 8am – 8pm ET	DFAS myPay username/password

Other Partner Helpdesks

Organization	Contact Info
Health Net Federal Services, LLC (TRICARE North Region)	1.877.874.2273
Humana Military Healthcare Services, Inc. (TRICARE South Region)	1.800.444.5445
United Healthcare Military (TRICARE West Region)	1.877.988.9378
US Family Health Plan	1.800.748.7347
TRICARE Dental Program (UCCI)	1.844.653.4061
TRICARE Dental Program (MetLife)	1.855.638.8372
TRICARE For Life	1.866.773.0404
TRICARE Mail Order Pharmacy (Express Scripts, Inc.)	1.866.363.8667
Military Health System Help Desk	1.800.600.9332
TRICARE Retail Pharmacy (Express Scripts, Inc.)	1.866.363.8779
TRICARE Retiree Dental Program (Delta Dental)	1.888.838.8737
Military Medical Support Office	1.888.647.6676